

UCSF Health's holistic transportation strategy contributes to an LOS reduction of .18 days.

The Situation

In July 2023, UCSF Health approached Onward with their strategic plan to reduce Length of Stay (LOS). Transportation was a critical part of their holistic strategy to improve LOS by 0.1 Days. This improvement would allow the health system to admit additional complex care patients and better serve the region.

Operating near capacity on a daily basis, UCSF Health in FY 2024 admitted nearly 28K adult patients. The challenge was defining a plan that safely accelerated system wide throughput, opening more beds to accommodate incoming patients. By shifting patient movement earlier in the day, and diffusing pressure on peak discharge windows, they hypothesized that they could optimize bed availability, making the 0.1 improvement target attainable.

The Challenges

Their strategy required a responsive transportation network, excellent service delivery, streamlined transportation ordering workflows, cross departmental communication, and shared goals to reach the LOS reduction target.

Choosing Onward's transportation management platform, they collaboratively deployed the tool throughout the health system. Working together they leveraged the Onward team's healthcare transportation operations expertise to reduce time spent ordering transportation, improve on time performance, enable new payment workflows, enhance visibility into transportation performance, and improve effective collaboration with transportation partners.

94%

**On-Time
Percentage**

99.7%

**First Attempt
Trip Fulfillment**

<1 Min

**Average
Claiming Time**

Securing organization-wide buy-in was identified as critical to the success of the project, and to do so, Onward recommended performance metrics to create accountability for transportation partners. Collaborating at the leadership level, the two organizations established shared goals for response times, acceptance rates, and on-time performance, and Onward built a local marketplace of performance driven, credentialed transportation partners.

THE OUTCOME

The transportation strategy worked, helping UCSF Health decrease LOS by .18 Days from the prior fiscal year, exceeding their target of 0.1 days. The LOS reduction also allowed the health system to grow their patient volume by 2.6%, thus better serving the region.

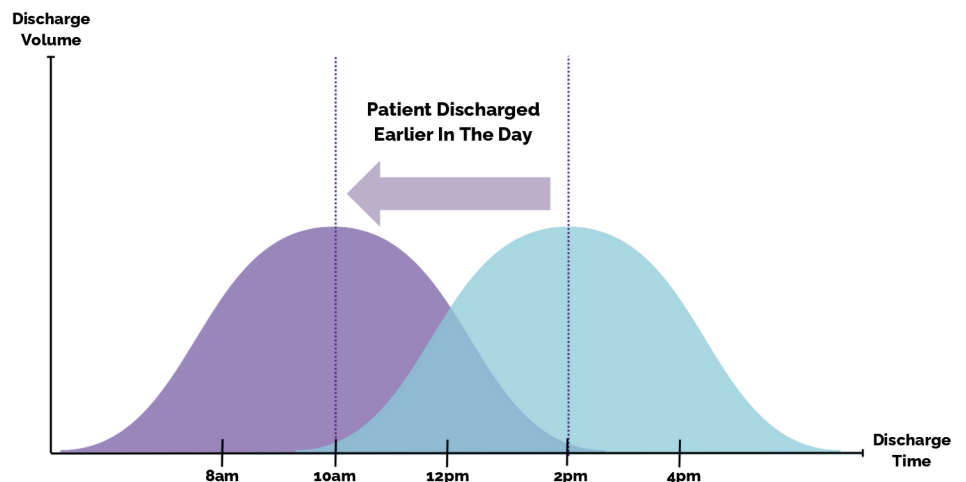
.18

**LOS Reduction
from Prior FY**

Since the deployment, the UCSF team has been able to improve early coordination of transportation as part of discharge planning, increasing the percentage of trips ordered at least 3 hours prior to the scheduled pickup time by 30%, helping to ensure transportation resources were available. Peak discharge times have shifted forward from 17:00 to 15:00, releasing pressure on peak windows. The shift forward also flattened the transportation demand curve reducing stress on transportation resources.

Onward has coordinated a full network of transportation resources including Companion Rides, wheelchair vans, gurney vans, and ambulances, and built a marketplace where all of UCSF's transport requests are accepted electronically in less than one minute.

The platform created streamlined workflows for EMS and NEMT partners and in turn they were able to provide more responsive wheelchair, gurney, BLS, CCT, NICU, Bariatric, and long-distance transport making both routine and complex transports a non-issue for the health system.



Onward has successfully enabled one-stop-shop transportation for UCSF Health. Co-designing our workflows into the platform, we improved turn around times, reimagined our intra-facility transport, and introduced new transportation providers to support our Medi-Cal population, all of which were key to our LOS reduction strategy.

Judy Breitbarth, UCSF Health Case Management & Social Work Department

Onward is a total transportation solution on a mission to remove transportation barriers to health.

If you're ready to learn how much a holistic transportation strategy can decrease your health system's LOS, schedule a call today.

